



FACA announces the following upcoming trainings
Save-the-Dates!
in 2015:

September 1 Case Management Training Webinar: Valuing Customers and their Satisfaction

Organizational Standards require maximum feasible participation of customers from the community assessment to exit from agency services. Many successful organizations are very clear about the value they deliver; however, they often do not understand that same value from the perspective of the customer. For quality services to achieve results, organizations must systematically obtain, analyze and report customer satisfaction data for continuous improvement purposes. This session will unveil techniques that can be deployed to capture customer values and customer satisfaction with services for organizational and customer growth, development and change.

FACA Member Price: \$49.95 FACA Non-Member Price: \$69.95

Register now @ www.faca.org or click this Link: <http://www.cvent.com/d/9rqv3v>

September 24 Succession Planning: Ensuring a Seamless Transition Rosen Plaza Hotel Orlando, FL

One of the most uneasy discussions boards of directors and executive directors avoid is the subject of succession planning. Boards avoid the discussion because they don't want EDs to be offended by the conversation and EDs avoid the discussion because they don't want their boards to worry that they might be considering leaving. Regardless of the reasons boards and EDs avoid the discussion; the fact is that the ED is leaving. Now, Organizational Standards require a succession plan for the ED. This one-day training will discuss the critical elements of succession planning and a template will be unveiled that will make succession planning a rewarding experience for boards, EDs and the entire organization. Agencies will benefit from the development of bench strength in a planned and effective method.

Teams of board members, executive director, program directors, planners and other personnel affected by succession planning should attend.

Objectives:

1. Learn whose responsibility it is;
2. Identify the board's role in succession planning;
3. Learn why vision and community impact are essential for succession planning;
4. Learn how core values are necessary for succession planning; and,
5. Learn the operational pieces of succession planning.

FACA Member Price: \$300.00 FACA Non-Member Price: \$350.00

Register now @ www.faca.org or click this Link: <http://www.cvent.com/d/wrq5zl>

***FACA Group Reservations 1-800-627-8258 9/23-9/24 Rate \$125 Cutoff Date 8/24
Complimentary Self-Parking for Overnight Guests***

October 27-28 Sharpen Your Strategic Plan

Capital Circle Office Center 2450 Shumard Oak Boulevard Tallahassee, FL

The Organizational Performance Standards require each CAA to have a Strategic Plan. Three categories and fourteen standards reference this new requirement for community action agencies to have a well crafted and managed strategic plan with progress reported to the board of directors. A strategic plan is a tool that provides guidance in fulfilling the mission and vision of the agency with maximum efficiency and impact. If it is to be effective and useful, it should delineate specific goals, SMART objectives, and action steps to accomplish them along with accountability protocol for responsibility. A goal without a plan is just a wish and that is why every community action agency needs a strategic plan that is robust, up-to-date and accountable. This one and a half (1.5) day training will help Board Members, Executive Directors, Planners, Managers and Case Managers to better understand the nuances of effective strategic planning.

Objectives:

1. Learn how to begin the strategic planning process with the community assessment;
2. Identify family, agency and community needs during the community assessment process;
3. Learn how to prioritize needs and resources;
4. Learn strategic planning from best practice examples;
5. Learn how to set clear priorities and an implementation plan;
6. Learn how to fully use the ROMA Cycle in strategic plan development and implementation; and,
7. Use SWOT analysis to align internal Strengths and Weaknesses with external Opportunities and Threats.

FACA Member Price: \$300.00 FACA Non-Member Price: \$350.00

Florida Association for Community Action Group Reservations

Hampton Inn Tallahassee 2979 Apalachee Parkway (850) 309-1300 10/26-10/27

Rate \$119 Cutoff Date 10/12 Group Code: FAC

<http://hamptoninn3.hilton.com/en/hotels/florida/hampton-inn-tallahassee-central-TLHHHHX/index.html>

December 2-3 Introduction to Results Oriented Management and Accountability (ROMA) Training – V5.0

Capital Circle Office Center 2450 Shumard Oak Boulevard Tallahassee, FL

FACA Member Price: \$250.00 FACA Non-Member Price: \$275.00

Florida Association for Community Action Group Reservations

Hampton Inn Tallahassee 2979 Apalachee Parkway (850) 309-1300 12/1-12/2

Rate \$119 Cutoff Date 11/17 Group Code: ACA

<http://hamptoninn3.hilton.com/en/hotels/florida/hampton-inn-tallahassee-central-TLHHHHX/index.html>

More information on how to register coming soon!